

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0414***

**FLSA: Exempt**

**CLASSIFICATION TITLE: GOLF COURSES DIRECTOR**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to direct operations and activities of the department's Golf Course Division.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; oversees selection of new employees.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; conducts staff meetings; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures; ensures proper conduct of customers; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees, customers, and other individuals; initiates any actions necessary to correct deviations, violations, or problem situations.

Consults with Deputy Administrator, Administrator, and other officials to review department operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; prepares reports for departmental management.

Directs all projects, programs, and activities of the Golf Course Division; implements new trends and technologies in course management; approves and directs course marketing.

Directs facility planning, facility operations, and operational changes of golf course; approves major changes in pro shop operations, golf course maintenance, or other activities.

Directs development and administration of department budget; prepares budget requests for capital projects and equipment; monitors expenditures to ensure compliance with approved budget; authorizes division purchases; develops, evaluates, and adjusts pricing/fee structures.

Formulates, implements, and enforces golf course policies and procedures; conducts periodic reviews of procedures.

Oversees planning, organizing, and direction of golf tournaments, corporate outings, private parties, or other events.

Oversees all financial accounting procedures and operations.

Oversees customer service functions; responds to complaints and questions related to department activities or operations; researches problems and initiates problem resolution; provides information regarding Golf Course Division facilities, services, merchandise, reservations, policies, procedures, fees, or other issues.

Oversees inventory of department equipment, merchandise, and supplies; ensures availability of adequate inventory levels to conduct work activities; initiates orders for new/replacement items.

Performs administrative tasks; reviews/approves purchasing documents and payroll documents; reviews daily cash reports as needed; prepares/mails statements to charge customers for tournament use.

Compiles and/or monitors various administrative and/or statistical data; performs research; makes applicable calculations; analyzes data and identifies trends; prepares/generates reports; maintains records.

Prepares or completes various forms, reports, correspondence, revenue trend reports, comparison fee reports, statements, organizational proposals, performance appraisals, policies, procedures, budget documents, spreadsheets, presentations, or other documents.

Receives various forms, reports, correspondence, financial reports, expenditure reports, cost center reports, purchasing documents, payroll records, sales tax reports, cost of goods sold reports, bank deposits, credit card receipts, inventory reports, contracts, performance appraisals, employee records, policies, procedures, rule books, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, point of sale cash management system, e-mail, graphic presentations, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Operates various equipment associated with Golf Course Division operations; operates a golf cart to monitor and inspect golf course; operates a cash register to

make point of sale entries or retrieve financial reporting data; operates standard office equipment such as a copy machine, fax machine, printer, calculator, or telephone; operates audio/visual equipment to conduct presentations.

Attends various meetings, serves on committees, and makes speeches or presentations as needed; represents the Golf Course Division to outside groups, community organizations, or other entities.

Communicates with employees, other departments, customers, the public, vendors, sales representatives, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends seminars, workshops, and training sessions as appropriate.

### **ADDITIONAL FUNCTIONS**

Provides assistance or backup coverage to other employees; performs duties of golf manager or other positions as needed.

Performs general or clerical tasks, which may include answering telephone calls, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

Locks/secures clubhouse facilities; responds to alarm calls as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Bachelor's degree in Sports Facility Management, Business Administration, or closely related field; supplemented by five (5) years previous experience and/or training that includes multi-faceted facility management, golf course operations/management, cash management, revenue forecasting, personnel management, and customer relations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

**Functional Reasoning:** Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as humidity, temperature extremes, machinery, traffic hazards, or bright/dim light.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.